



# LRC REALITY CHECK

## December 2013 PCC Employee of the Month



Congratulations to Shannon Reifschneider, SSII, for being selected as the LRC Employee of the Month for December 2013.

Shannon has been employed at LRC since August 2010. Her co-workers state that she consistently has excellent rapport with the patients. She embraces the core principles of Mandt communication skills, and the patients respond well to this. When a patient is showing escalating behaviors, Shannon demonstrates the ability to remain calm and shows an uncanny talent to de-escalate people. Both of these abilities have helped reduce seclusion and restraint incidents. Shannon has a strong work ethic. She is conscientious and reliable, and pays close attention to detail. She has often been given the task of training new SSII staff because of her attention to detail. Shannon communicates effectively and exercises good judgment. She is a positive person who handles interpersonal

conflicts with co-workers very well. Her co-workers hold her in high regard. Shannon is an asset to the team and is always willing to take on any task she is assigned.

Shannon received a gift card to Pizza Hut in appreciation of her hard work. Shannon plans on sharing this with her co-workers! Congratulations again, Shannon, and thank you for all that you do!

## January 2014 PCC Employee of the Month



Congratulations to Vicky Buchholz, Clinical Nurse Trainer, for being selected as the LRC Employee of the Month for January 2014. Vicky has been employed at LRC since May, 1979. Her co-workers state that Vicky works enthusiastically to ensure the safety and education of LRC staff. She works very hard at ensuring the safety of our nurses and staff by providing excellent training. Vicky has great insight on the treatment of LRC patients and on proper documentation of that treatment. She is always available to provide extra one-on-one assistance when needed.

Over the past month, Vicky has relentlessly provided influenza vaccinations to staff while continuing her normal duties of training new nurses. She has increased the employee flu vaccination rate to 81% and is continuing to increase this percentage even higher. Currently, she is encouraging staff who have allergies to the flu vaccine to obtain a hypoallergenic vaccination. The fervor Vicky brings to work is exemplified in the work she does and the accomplishments she makes. Vicky goes about her work day with a smile and a determination to get the job done properly. She works hard to teach nurses on proper procedures and policy. She always tries to improve her work, and encourages others to do the same for the welfare of our patients. Staff often depend on her for interpretation of regulations and LRC policy on nursing documentation and procedures.

Vicky demonstrates the PCC philosophy and WE CARE behaviors in her everyday work life. She is a member of the PCC Education Team and works hard on this team to provide training for all supervisors on a monthly basis with educational videos and scenarios. Vicky is an advocate for thinking "outside of the box," and for identifying new ways to successfully overcome a problem and develop a solution. In appreciation of her hard work, Vicky received a gift card to Famous Dave's.

## CEO Corner.....by Bill Gibson

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### Another New Year

It seems like every year when I sit down to write the first article of the year, that I am struck by the fact that another year has passed and we are beginning anew. But here we are again at the beginning of a new year. Time marches on. This will be my 13<sup>th</sup> year with the State and my 9<sup>th</sup> year at LRC. Last year at this time I was getting ready to have my colostomy reversed after four major surgeries in 2012. That happened last February and it has been a slow recovery during 2013, but I am grateful to be alive. I was able to get out and play golf last summer culminating in a trip to Pebble Beach. The holidays were enjoyable but went by too fast. Because of the holiday season and some health issues in Linda's family, it has been a while since we have put out a newsletter. So this month I thought I would update you on our three major initiatives and talk about some things we could expect in 2014.

First, hopefully by the time you read this, the Joint Commission will have come and we will be in survey mode. The Joint Commission (TJC) surveyed HRC on October 16 and 17. They have already submitted their plans of correction for their Evidence of Standards Compliance (ESC) and have received their full three year accreditation. I would have bet money that TJC would have been here by now. I am still pretty sure we are well prepared. We still have work to do on seclusion and restraint and we have multiple efforts underway to try and address this issue. We have seen good progress in Buildings 3 and 10 in reducing the use of seclusion and restraint over the last several months. We have not had that same luck in Building 5 but that is mainly because we have a couple of individuals who have been spending quite a bit of time in restraint. The point is we are aware of the issue and we are working on it.

A second area of focus with our Joint Commission survey is active treatment. In September, we realigned the programming departments so that the clients in Buildings 3, 5 and 10 would receive programming that was better focused and reflective of the particular needs of the patient population in each building. Under the direction of Drs. Brynolf, Judson and Cimpl-Bohn, the programming schedules in each of the buildings have been reworked and retooled. The therapists and RT staff in each of the buildings report to the psychologists and together they are developing programming that more closely meets each patient's individual treatment goals. In reviewing some of the numbers from December, we are making good progress in increasing the number of active treatment hours that patients are attending in all three buildings. It looks like, on average, patients in Building 3 are attending around 22.4 hours of group activity per week, in Building 10 it is about 18.3 hours per

week and in Building 5, it averages around 15.4 hours per week overall. Different patients in Building 5 attend at different rates due to the mix of MHB committed patients and court ordered patients in that building. These are preliminary numbers but I feel we are finally getting a handle on what we are trying to accomplish and how we are going to be able to accurately measure the desired outcomes.

Our culture of service excellence is our third priority area and to keep that initiative moving, Gail Scott returned in October for the next installment of the WE CARE behaviors: accountability and service recovery. Our new PCC coordinator, Tary Paris, started in August and is really getting involved in the organization. All employees have attended the roll-out of the next phase of our service excellence initiative which took place in November.

In October I received the results of the HHS Employee survey we took back in April. I discussed these at the Supervisor meeting. A smaller group met to discuss the results. Only areas with five or more responses received tabulated results. Your supervisor should have shared these results with you by now. If they have not, it is probably because your area did not receive the minimum number of five responses needed to generate a report. We will be utilizing this information in conjunction with PCC in order to continue to make LRC a better place to work.

As far as the physical plant goes, this year we will hopefully get approval to move the main kitchen from Building 7 (K) to Building 10. We should also have some extra funds available to brighten up the interior of Building 5. Both of these projects are a result of realizing cost savings that have accumulated over the last four years.

In closing, I wish you all the best as we begin yet another new year. I hope you had happy and memorable holidays.



## Joint Commission Update

The suspense is over! Joint Commission threw us for a loop and showed up unannounced on a Tuesday with an extra surveyor rather than a Monday for the full 5-day inspection, which we were anticipating. Not only that, two of the surveyors were familiar faces and in my history of being involved with Joint Commission, this is the first time I have seen the same surveyor more than once. It really added a dynamic that we have not experienced before in previous surveyors. These two surveyors for the Hospital side were able to tell us what they have seen improved since the last time they were here.

We have done a lot of work preparing ourselves and I saw firsthand that this work paid off! Surveyors were very impressed with the care that our patients received and in the end, we had very few needed corrections that had to deal directly with patient care. Supervisors will get the full report in next week's Supervisor meeting and in the meantime, the onsite review is available in the Joint Commission folder on the Share Drive. We are surveyed for Hospital, CMS B and A tags in Buildings 3 and 10, Hospital and CMS A in B5, and CMS B and Behavioral Health for Whitehall and Building 14. Building 14 and Whitehall had one minor citation that had to do with documentation of competency for employees. They did an outstanding job! The Hospital side has the majority of corrections that need to be made with Life Safety, Emergency Management and Environment of Care standards. There were issues in these areas with how things were documented, how generator testing was or was not in their opinion completed, and issues with vendors that we use to fix and check our smoke and fire detection and dampers. Gordon and Kurt have actively addressed the majority of these issues since they were brought to light during the survey. We will have plans of correction to put together for a 45 and 60-day schedule as per the Joint Commission.

Most notably, I want to impress upon you how proud the Steering Team and Director Adams were to hear about the great things patients said, what the surveyors heard and saw on the units, and their overall impression of how we do business. That is thanks to you and the hard work and effort you put into ensuring our patients receive excellent care! Great job!

So now what? We are still due for a CMS B tag survey for Buildings 3 and 10 and the Joint Commission will do a revisit in 45 days to look at the Life Safety and Environment of Care citations and where we are at with the corrections. Reports and plans of corrections will be developed to ensure compliance with noted standards. Most importantly, it will be imperative that we stay survey ready so that in three years when they return we will once again have a positive experience. Not a positive experience to simply appease the accrediting agency, but a

positive experience to validate that we are doing high quality work with a very difficult population. Many of our SSIs and RNs have worked a number of overtime hours, both voluntary and mandatory over the past few months. I know that had to be difficult in combination with the holiday season and the extreme issues experienced with certain clientele in Building 5. It has been a tough few months and you have handled it well by not allowing it to impact the care you provide. In an address by John F. Kennedy in April, 1959, he said, *"When written in Chinese the word 'crisis' is composed of two characters - one represents danger and the other represents opportunity."* You have demonstrated that you are finding the opportunity to handle tough/stressful situations in the person centered care fashion.

January is in my opinion, a great month for survey activity because it gives us great momentum for goals and objectives for the year to come. As a Top Performer with the Joint Commission, it would be great if next year we were honored with that same recognition. The measurements for Psychiatric Hospital will be different for next year's assessment and hopefully we will continue to meet the requirements. I am reluctant to say it is a New Year's resolution because so many resolutions fade. As a longtime member of the YMCA, I see firsthand the influence of the New Year starting and people wanting to get healthy and make a difference in their lives. The classes and the gym are packed full with new members and/or members who are trying to get back on track. By the end of February and early March, there is a marked decrease in this enthusiasm. We have to vow to make this goal one we stick with and to not become complacent and forget how important it is. As we have learned in our PCC journey, we all play a role, all of us have the power to make a difference, and all of us are responsible for the outcomes of the hospital and the patients we care for. Thank you for your participation and assistance in the process and for helping our patients rebuild their lives!





## Teams of the Quarter for 3rd and 4th Quarters 2013



Congratulations to the LRC Social Workers for being selected as the Lincoln Regional Center's Team of the Quarter for the 3rd Quarter of 2013 (Ann Alberico, Erin Bain, Roly Bretos, Kari Christner, Jessica Codr, Glenn Evans, Allyson Headrick, Jennifer Jennings, Jodi Kehler, Lisa Laurell, Jennifer Moran, Christy Rupe, Sandi Waldron, Stan Wiegert).

The Social Workers successfully completed multiple difficult and complicated discharges in the third quarter, as they do on a continual basis all year long. In addition, they complete multiple admissions that require their expertise in assessments. They participate and collaborate as core treatment team members on an ongoing basis. They continue to have a collaborative relationship with the Behavioral Health Regions across the state as well as with a variety of community resources. Social Workers provide their feedback, expertise, and time to the System Enhancement Initiative process that

has been ongoing for several months. The Social Work team is always very willing to lend a hand to each other as well as to other team members to ensure patient needs are met. Team members often ask for feedback and guidance from the social workers when they encounter new and/or unfamiliar situations. The communication shared between the social work staff is vital. Social workers work with each other to provide coverage as needed.

The Social Workers practice from a "systems" perspective which allows them to see the variety of factors contributing to a patient's overall health and/or distress. From the point of admission, social workers assess the strengths, needs, and goals of each patient while being sensitive to the patient's individual needs and life experiences. Social workers provide hope, inspire responsibility, and are constantly educating the individuals they work with on community resources, discharge options, aftercare and relapse prevention. Social Workers work very diligently to help patients discharge when they are safe to do so in order to rebuild their lives at the lowest level of intervention possible.

Congratulations to the Dietary Morale Committee for being selected as the Lincoln Regional Center's Team of the Quarter for the 4<sup>th</sup> Quarter of 2013. Congratulations to Cathy Beckman, Kim Brown, Korena Helter, Trina New, and Sherry Nielsen on this recognition!

In October of 2012, Kim Brown, Food Service Cook, created the Dietary Morale Committee. At that time, she was a "one-man" show but over the next several months and throughout 2013, Kim recruited more members for the Dietary Morale Committee. The Morale Committee is constantly doing things to improve the spirit of the Dietary Department. They acknowledge staff members on their birthdays with a card, have trivia contests, decorate for the holidays and organize the annual Dietary Bake Sales. In between holidays and special occasions, they hang posters and reminders of good teamwork and positive attitudes.



The Morale Committee gets together monthly to plan their activities. Together, they brainstorm new and fun ways to increase the morale of the Dietary Department, using their own time to put their ideas into action!

The Dietary Morale Committee has improved the teamwork of the Dietary department and has definitely lightened the mood in K Building. This team celebrates the accomplishments of individual employees (birthdays, babies, weddings, and retirements). The Dietary staff are spread out across campus most of the day, but the Dietary Morale Committee works to bring the department all together as one "team." The patients also benefit from the Morale Committee. The Morale Committee uses the money raised at the Bake Sale to help the patients out. In the past, they have donated money to the Patient Welfare Fund, and have purchased patient Christmas gifts and delivered hot cocoa and treat baskets to the patient units.

As the Dietary Morale Committee has increased the spirit of the Dietary department, the staff seem to enjoy their jobs more and feel appreciated for the work they do. Dietary has had several employees recommend open dietary positions to friends from outside of LRC. The patient employees that work in the Main Kitchen also benefit from the improved mood of the department and they can take experience with them as they head out into the community.

## November 2013 Employee of the Month



Congratulations to Joan DeVries, Safety Specialist, for being selected as LRC's employee of the month for November. Joan has been employed at LRC since September 1979. She is the sole Safety Officer for the Lincoln Regional Center. This involves overseeing a myriad of regulations that LRC is expected to follow from the Joint Commission, CMS, and State Fire Marshal regulations. Joan takes the initiative to review these regulations, and educates herself and staff on them. Joan reviews our patient environment of care to help find opportunities for improvement and to protect the hospital from deficiencies.

Joan has ensured that LRC is involved in a number of local and statewide collaborative Emergency Management Drills. Some of the teams LRC is involved in include: the Lincoln Metropolitan Medical Response System, the Southeast Medical Response System, the Nebraska Emergency Management Agency, the Lincoln Lancaster County Emergency Management Agency, the Department of Homeland Security and the Federal Emergency Management Agency, and the Urban Areas Security Initiative, among others. Joan's tenacity in ensuring that LRC is represented in these teams of people has enabled us to secure grant money and be a part of community and statewide processes that show LRC's collaboration. This gives us credibility in statewide drills and emergency management processes. Joan has done a great job of building a positive reputation for LRC. LRC can now demonstrate on a community and statewide level how we can and will help our community in the event of a crisis.

Joan is a genuine, kind, compassionate person who is extremely dedicated to the hospital. She emulates how much she wants LRC to succeed at providing excellent patient care. Through her behind-the-scenes work, she is largely responsible for LRC's ability to provide a safe and therapeutic environment where our patients can thrive and rebuild their lives. LRC is fortunate to have someone of Joan's caliber working with us and helping us to be the best we can be.

## Supervisors of the 3rd and 4th Quarters for 2013



Congratulations to Jimmy Thimsen, Team Leader, for being the Team of the Quarter for 3rd Quarter 2013. Jimmy has brought a positive energy and enthusiasm to try new things and new ways of doing business in Building #3. He has a can-do spirit and emulates the WE CARE concepts on a daily basis. Jimmy takes ownership for restraint and seclusion incidents and does his best to encourage and empower himself and his staff to find innovative ways to keep the patients actively engaged. He has also moved staff around within the building so they can get to know all of the units. Jimmy insists on and expects success from his staff members. Jimmy demonstrates WE CARE behaviors, which instill the culture of Person Centered Care and lead to quality patient care. He is an excellent role model for employees. His enthusiasm and genuine caring spirit are contagious. Jimmy has incorporated new and creative ways to assign staff to the units, keeping fresh eyes and faces with the patients, keeping the patients engaged, and finding great activities that the patients and staff enjoy. He is a genuine, caring, enthusiastic person. These qualities are seen firsthand in the work he does on the patient units.

Congratulations to Jeanne Mohr, Dietary Supervisor, for being selected as the Supervisor of the Quarter for 4th quarter 2013. Employees who nominated Jeanne state that she goes to the patient units to talk to the patients to find out if they are happy with the meals Dietary provides. She works with the Dietary employees to make their jobs easier, and is always available for discussions. Jeanne listens to her employees. She works hard and is willing to help with meals when this is needed. In addition, she works in the patient buildings and does not ask her employees to do anything that she herself would not do. Jeanne praises her employees and shows appreciation for what they do. In addition, she keeps her work schedule flexible and is willing to come in at different times to support and meet the needs of the Dietary Department.





## Welcome New LRC Employees

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May Asuoha, RN, Bldg 3



Angela Blake, Food Service Cook



Tami Ernst, HIM Director



Allison Evens, YSSII, Whitehall



Jessica Flowers, SSII, Bldg 3



Paige Gaver, SSII, Bldg 3



Erica Hamilton, SSII, Bldg 14



Ilia Hu Teply, SSII, On Call



Jessica Hutson, SSII, Bldg 5



Kylie Jesinowicz, SSII, Bldg 5



Michael Keady, LMHP, Bldg 14



Jason Krauss, SSII, Bldg 5



Brandy Kreifel, SSII, Bldg 10



Courtney Kuhns, RN, Bldg 5



Michael Melchizedek, SSII, Bldg 5



Ashlee Reed, LMHP, Bldg 5

## Welcome New LRC Employees

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Julia Schwartz, SSII, On Call



Andrew Strasburg, SSII, Bldg 5



Keeley Warren, SSII, Bldg 5



Rachel Williams, SSII, Bldg 10



Sarah Worley, LMHP, Bldg 5

Please join us in giving a big PCC welcome to all of these new employees and assisting them in any way that we can as we they acclimate to their new job roles and our facility!!

### Returning Employees:

*Please join LRC in welcoming back these returning employees: Rex Mulholland and Daniel Wade!!*



Rex Mulholland, SSII, Bldg 5

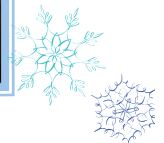
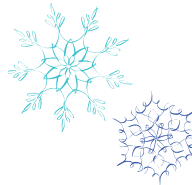
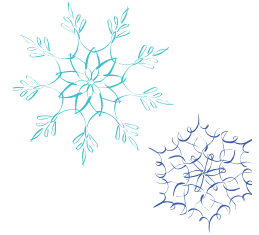
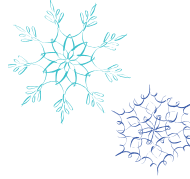


Daniel Wade, Compliance Specialist



## LRC Holiday Reception Photos

The LRC Leadership Team and Medical Staff sponsored the annual Holiday Reception for LRC employees on December 11, 2013. Here are some photos of the event!





## More Holiday Reception Photos

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## Strut Your Stuff Winners.....by Becky Meulemans



Congratulations to November's "Strut your Wellness Stuff" Winner, Scott Collier, who was nominated for quitting smoking! Scott has not smoked at all for the past 8 months and had good reason to quit smoking. He quit for the sake of his family. Aside from them hounding him, he wanted to be a better role model and be more pleasant to be around-- now he doesn't smell, feels healthier, and snores less. Scott also quit because he coaches sports and wanted to be a role model for those kids as well as for his own kids.

To help him quit, Scott used Chantix and didn't have any of the side effects that some other people have had. Scott said that the main challenge, especially during the first month, was the change in routine. For example, first thing in the morning, you go out with the dog and have a cigarette. Now it's tough to go out with the dog and not reach for the pack, but he worked hard, and had excellent success. A word of advice he gave to anyone trying to quit is to be focused on quitting and set your mind to it. Good luck to any LRC employees thinking about or trying to quit smoking-you can do it! Congrat-

ulations again to Scott and keep Strutting your Wellness Stuff!



Congratulations to the December "Strut your Wellness Stuff" award winners, Becky Roberts and Diana Walker. These women are being recognized for their commitment to healthy lifestyle choices and changes.

Diana has recently made significant lifestyle changes and has had excellent success. She took advantage of a free boot camp promotion which led to trying the total body transformation challenge. The challenge included boot camp 3 times per week, an off day workout, and a strict meal plan. Diana wound up being the second place individual winner! Since she first started, she has lost 31 pounds, 15 total inches, and 6% body fat. These losses are all the "side effects," as she has heard professionals put it, of making lifestyle changes. She's noticed having more energy, elevated mood, motivation to continue, and the best "side effect" was having to buy new clothes. She said that now that the challenge is over, she continues to exercise, watches her portion sizes, and tries

to eat appropriate protein and veggies. Her tip to other people trying to better their lifestyles is to start by making small achievable goals. For example she first chose to work on choosing healthier portion sizes. She also advises to have a support system and to not give up after having a setback. She thinks that the toughest part was eating vegetables five times per day. "It wasn't easy," she said, but she was determined to make changes and now she certainly has reason to strut her wellness stuff!



Becky Roberts also started her journey with a free boot camp 3-4 years ago. She had previously had gym memberships, but never was as dedicated as she became after starting boot camp. Three or four years later, she continues to go to the gym seven times per week at Sweat Zone where she works with a personal trainer. She believes having a trainer adds more accountability to her workouts and does both cardio and strength workouts regularly. Another one of her wellness habits is eating healthy, which she says is the toughest part. Becky tries not to see it as dieting but rather as a lifestyle change. Her coworkers also appreciate that she shares healthy tips and recipes with them. The impact of her lifestyle choices is having overall better health, more energy, and more strength than before having a dedicated routine. She said that it never is easy to get up at 4:30 in the morning to run before work, but a tip she gives to others, is to not say you can't. She believes that if you put your mind to it, you can. Great work and keep strutting your wellness stuff!



## Wellness Committee Corner

### SOUPER BOWL OF CARING:

The **SOUPER BOWL OF CARING** has now begun! The Souper Bowl of Caring is a national campaign/movement that motivates groups of people to collect food for those in need. **WHAT BETTER GROUP OF PEOPLE TO DO IT THAN LRC???**

Please give some thought to donating non-perishable foods to this cause!

How you may ask? **By bringing non-perishable items to work with you to be placed in the designated barrels located around campus!**

Where you may ask? In the following locations:

**Building 3:** located in the main lobby corner.

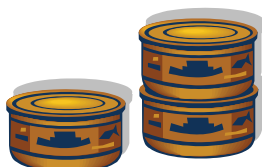
**Building 5:** located in main lobby under coat rack past the double-glass doors

**Building 9:** located outside of the mailroom

**Building 10:** located in the main lobby by front door

**Building 14:** located in the 1<sup>st</sup> floor HIM office

Each of these designated barrels will have posters on them to indicate what they are for. If you have any questions or concerns, please feel free to contact me, Cait Bartman. Thank you all so much for helping out with this wonderful cause!



## BLOOD DRIVE

**The Wellness Committee is sponsoring the LRC Blood Drive on Thursday, January 23, 2014 from 1:30 p.m. to 4:30 p.m. in the Building #3 parking lot.**

**Did you know?**

- The average adult has 10 to 12 pints of blood in his/her body.
- Someone needs blood every two seconds.
- 43,000 pints is the amount of donated blood used each day in the U.S. and Canada.
- One donation can help save the lives of up to three people.

The Wellness Committee will be doing a drawing for a free teeshirt. Two winners will be chosen out of the list of participants. *If you have questions about this event, please contact MaKayla Campbell at 479-5005 or at [Makayla.campbell@nebaska.gov](mailto:Makayla.campbell@nebaska.gov).*

## Kudos—Now That's PCC!!

- ◆ **Kudos to Andy Miller and Steve Urban** for getting the power outlet on the pillar in the Staff Development Training Room 5. This prevents the trip hazard of cords!
- ◆ **Kudos to Michele Ottersberg and Kim Ramsey** from IS&T for getting the computer wiring on the pillar in the Staff Development Training Room 5. This prevents the trip hazard of cords on the floor.
- ◆ **Kudos to Kim Ramsey** for clearing valuable shelf space by retrieving printers and scanners from Staff Development for surplus. Thank you also to Kim for helping set up the Joint Commission surveyors with a wireless router so they could do their necessary computer work during the survey and access their home web site.
- ◆ **Kudos to the Grounds crew, Dave Nicklas and Mark Townsley**, for their work pushing snow on our campus over the last two weeks!
- ◆ **Kudos to Linda Murphy** for making the patients feel special with personalized Christmas cards last month. Also, Linda celebrates the patients' successes on their baselines with a creative and awesome drawing each week. This is something the patients look forward to each week. Thank you, Linda!
- ◆ **Kudos to Rachel Johnson** for taking photos at the patient holiday parties!
- ◆ **Kudos to Dr. Dan Ullman** for the preparation work he did for the Joint Commission accreditation survey at Whitehall. Whitehall received NO deficiencies.
- ◆ **Kudos and congratulations to Brandon Frye** on the birth of his son.
- ◆ **Kudos to Marijo Herman** for her hard work at Whitehall over the holidays.
- ◆ **Kudos to Kelsey Kronhofman** at Whitehall for her help with coverage during the holidays.
- ◆ **Kudos to the Dietary Morale Committee** for handing out hot chocolate to LRC patients!
- ◆ **Kudos to Sue Lassek** for the homemade treats she brought to the December 4, 2013 All Supervisor Meeting
- ◆ **Kudos to the Maintenance Department** for always being available to fix things on S5.
- ◆ **Kudos to the Social Workers** for being the Team of the Quarter for 3rd quarter 2013!
- ◆ **Kudos to the Dietary Morale Committee** for being the Team of the Quarter for 4th quarter 2013!
- ◆ **Kudos to Jimmy Thimsen**, Team Leader, for being selected as the Supervisor of the Quarter for 3rd Quarter 2013!
- ◆ **Kudos to Jeanne Mohr**, Dietary Supervisor, for being selected as the Supervisor of the Quarter for 4th Quarter!
- ◆ **Kudos to the Building #5 staff** for managing unique cases of patient clientele on S5, and for everyone working together as one building. This displays what teamwork is all about!

### Diversity Committee New Year Quotes



*"Be always at war with your vices, at peace with your neighbors, and let each new year find you a better man."*

**-Benjamin Franklin**

*"We spend January 1 walking through our lives, room by room, drawing up a list of work to be done, cracks to be patched. Maybe this year, to balance the list, we ought to walk through the rooms of our lives... not looking for flaws, but for potential."* **Ellen Goodman**

**A quote to remember Nelson Mandela:** *Our human compassion binds us the one to the other - not in pity or patronizingly, but as human beings who have learnt how to turn our common suffering into hope for the future.* **-Nelson Mandela**



## *In Memory*

The LRC Reality Check Newsletter Editorial Board expresses deep sympathy to the family and friends of Dave Reece, who passed away on January 11, 2013 after a courageous battle with pancreatic cancer. To Cyndy and Ron Reece, and Sally and Chuck House, and other members of the Reece family, our thoughts and prayers are with you. The Reece family is long connected with LRC, and have touched the lives of many LRC employees and patients over the years. Dave brought much love and laughter with him to work each day and was a stranger to no one. Dave was well liked by the patients he cared for. He treated all of them with dignity and respect long before LRC as an organization embraced the PCC initiative. He had many friends from all walks of life. When a person was down on their luck or having problems, Dave would move right in and be there to support them and see them through difficult times. He never was with his friends that he didn't tell them he loved them. His buddies report that he was well known for always saying, "love ya man." His sense of humor was always in play and he could make a person laugh by just walking in the room. Dave was a big man with a tender heart. His life centered around riding his motorcycle. He loved his country and took long trips with friends to some of the most beautiful spots in the U.S. He was a free spirit. After being diagnosed with pancreatic cancer in late June, Dave bravely fought the good fight. The last several weeks of his life were very tough but with the love of his family and friends, he kept fighting to the very end. Dave was a warrior and he is and will be greatly missed.



***A tree will be planted this spring in memory of  
Dave at LRC's annual Arbor Day ceremony***

# No Grinches in 2014!.....by Tary Paris

## No Grinches: Effective Service = PCC>PC

Happy New Year!! Did you know that Person Centered Care (PCC) involves more than being PC (Politically Correct)? In math that would be PCC>PC. It's about all 3 of us: you, me, and the patients. That means we are all in LRC together.

PCC includes customer service, and we are all each other's customers. Success in the workplace involves productivity. We can measure successful productivity in many ways, including fewer seclusion and restraints, which can display the effectiveness of our teams. Happy teams = happy patients = happy employees = happy teams. How about that math?

Effective teams display trust, effective communication (both listening and speaking) and have positive relationships in place. When stress occurs, these skills are the foundation that leads to good results.

Productivity depends on positive customer service. "Grinches" are people or things that bring you down. Spoilsport is a synonym. Its etymology is from the French word "grincer" which means to make a harsh, grating noise. Think about nails on a chalkboard... that sounds – and feels – "grinchy" to me.

So, for the new year, there are 3 "Grinches" that we could avoid to be more productive in 2014:

**Unproductive Meetings.** If your team is just making nice, and trying to keep the peace, your goals will get lost in complacency. Passion about your work means you have to advocate for it! Disagreements can be productive, generate ideas, and establish goal-reaching communication. When you talk to each other professionally and with some passion behind your statements, you can establish priorities and set a plan to achieve your goals. Working as a team requires trust. If you can say what you mean, and mean what you say, WHILE being respectfully kind, you can get the work done.

Supervisors can establish a safety-zone where people can be safe to voice their real opinions, to avoid dumbing-down any good ideas. The trade – off: staff can communicate professionally and positively, but also "keep it real", balancing between faking it to keep the peace and making the magic happen. I am a firm believer in the people that know the most about a job are the ones who do it daily. Share what you know and make meetings count! Both formal and informal leaders give their power away.

**Thinking the Customer is Always Right.** When a conflict arises, do you think for yourself and make your own decisions? Or do you just follow the crowd? Your limbic system can give you a gut-feeling based in reality. Your limbic system doesn't control lan-

guage, so you might be letting the left side of your brain squelch your gut feelings with its logic. Just because your customer says something, that doesn't make them "right" and you "wrong", even if they are in the majority.

Developing safe and productive relationships with your co-workers and patients can forge the way toward conflict resolution. If you are having meaningful meetings, you will have conflicts. Many people see the world from a different perspective, and you can learn from that. Can you work toward gaining something that will benefit you both? Think situations through. Be brave. Get a second opinion if necessary from your supervisor. This skill will help you learn something new every day, which will keep your brain engaged, and your skill-set sharp. Refrain from making that conversation about gossip, but a learning experience and an opportunity to build a trusting relationship and move forward, together.

**Toxic Employees.** We all know them. And sometimes we don't have to look far because they can be us, too. We all have off-days. We all make mistakes. If we are communicating effectively, both listening and sharing our verbal and non-verbal communication, we can work on our output. But what about the input coming our way? Trust that took a long time to develop, and earn, can be lost quickly. Loyalties can shift in minutes.

One toxic person can adversely affect an entire team. If one disparages another, it's often passed on. Are you strong enough to let it stop with you? Do you have the skills to say, "Hey, that hurt my feelings, but thanks for trusting me with them"? Can you follow up with, "When is a good time for you so we can work on our communication together?" If you can't clear the air together, you can involve a supervisor. Supervisors can also team with other supervisors for suggestions and utilize the Tool Kit to re-establish your Team's Norms. Clearing the Air is necessary to practice regularly to maintain Successful Teams.

2014 is here. Are you going to be brave? Can you ask for help when you need it? Partnering with teammates and supervisors sounds easy on paper. When you are really doing it daily, you are walking the talk. I hope you enjoy the journey!

Yours in PCC, Tary Paris.





## Artist of the Arboretum for January



LRC welcomed back John Friday as the Artist of the Arboretum for January 2014. John first displayed his art at LRC in the spring of 2013.

John states, “My life is an adventure. One thing is certain; I can never say that my life is boring.”

John is a peer support and wellness specialist certified by the State of Nebraska. He currently works in a crisis diversion center in Omaha. His work focuses on serving adults who have mental illnesses or substance abuse issues, and who are experiencing stressful or crisis situations. John states that there is still a stigma associated with being mentally ill, although a good many changes for the better are taking place. He notes that “in any case, it can be lifesaving at times to be able to sit down with someone who walks a road similar to ours, and who is supportive, and simply listens to and validates what we are going through.”

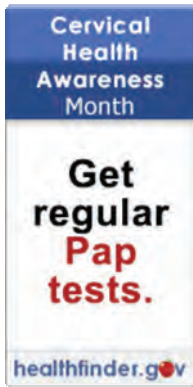
John says that his art is reflective of these experiences and cries out from his soul to the world surrounding him, “Look! Listen! This is my life. Mental illness is what I have, not what I am. I can, and am living a full and happy life. I have something to share.” John states that people with backgrounds similar to his own connect with his art. In his second art show at LRC, John seeks to share the brighter side of his own recovery journey, the path of his life that radiates warmth and love.”

Please stop by the LRC Administration lobby to experience John’s art during the month of January.



*Here is a sampling of art from LRC patients in Building #14. Thank you to Marilyn Olsen for submitting this photo. We want to keep featuring patient art in the Reality Check newsletter so please keep sending photos of artwork our way!*

## Around The Web.....by Tom Schmitz



January is Cervical Health Awareness Month. This is a good time to raise awareness about how women can protect themselves from HPV (human papillomavirus) and cervical cancer. About 79 million Americans currently have HPV, the most common sexually transmitted disease. HPV is a major cause of cervical cancer. Here is a link to the January toolkit that is packed with information on this subject:

<http://healthfinder.gov/NHO/PDFs/JanuaryNHOToolkit.pdf>

## Check Out These New Books.....by Tom Schmitz

1. *The Tao of Bipolar* by C.A. Simpkins Sansone
2. *Lost in the Mirror* by R. Moskovitz
3. *Please Understand Me II* by David Keirse
4. *Healing the Trauma of Abuse: A Women's Workbook* by Mary Ellen Copeland
5. *Bible Code II* by Michael Drosnin
6. *Achieving Depth and Distance in Painting* by Kitty Gorrell
7. *Walk Away the Pounds* by Leslie
8. *Multicultural Manners* by Norine Dresser
9. *Totally Tangled* by Sandy Bartholomew
10. *100 Years of Adventure and Discovery* by National Geographic Society

The Resource Center is open in Building #10 Monday through Friday, 9:00 a.m. to 12:30 p.m. and from 1:00 to 6:00 p.m.



## More Policies for Your Perusal.....by Linda Henslee

Winter arrived with cold and snow and holiday cheer, but this didn't keep the Policy Committee from their monthly task of reviewing and revising policies. Here's a list of the work they did in November & December! Please remember to complete your monthly policy reviews in the EDC system.

- ◆ EC-Security-02 (LRC) Identification Badges
- ◆ EC-Hazard-03 (LRC) Product Notices and Recalls
- ◆ HR-20 (LRC) Staff Patient Relationships
- ◆ HR-21 (LRC) Maintaining Professional Relationships
- ◆ HR-26a (LRC) Cell Phone and Electronic Media Use
- ◆ HR-43 (LRC) Social Networking
- ◆ HR-44 (LRC) Original Probationary Employees & Dismissal
- ◆ IM-28 (LRC) Documentation Guidelines
- ◆ IM-28a (Bldg 14 & Whitehall) Documentation Guidelines
- ◆ PC-04a (LRC) Highly Restrictive Status
- ◆ PC-06 (LRC) Suicide Prevention
- ◆ PC-23 (LRC) Off Grounds Medical/Dental/Vision Care

## LRC Recipe Box.....by Teresa Hansen

### Southwest Chicken Nachos

This casserole-like method of preparing nachos is so easy to do. Top it with a jalapeno sour cream mixture for a terrific blend of southwestern flavors. This dip recipe is perfect for football parties or any special celebration with friends and family.

#### Ingredients:

- |   |                                |
|---|--------------------------------|
| 1 1/2 cups cooked, boneless, skinless chicken breast, chopped into small pieces |                                |
| 2 Tbsp vegetable oil  | 1 red bell pepper              |
| 1 yellow bell pepper  | 1 clove garlic, finely chopped |
| 1/4 tsp cumin   | 1 tsp dried oregano            |
| 3/4 cup black beans, rinsed and drained   | tortilla chips                 |
| 2 cups three-pepper cheese or jalapeno cheese                                   | 8 oz sour cream                |
| 4 tsp pickled jalapeno, finely chopped.   | 3 tsp lime juice               |

#### Directions:

1) Preheat oven to 350 degrees. 2) In mixing bowl, combine chicken and lime juice, salt and pepper to taste. 3) In skillet, heat 1 1/2 Tbsp oil over medium-high heat until hot. Sauté bell peppers until crisp tender approximately 3 minutes; transfer to bowl. 4) Heat 1/2 Tbsp oil in the skillet and cook garlic, cumin and oregano; stir approximately one minute. Stir in beans and cook until heated through; season with salt and pepper. 5) Layer tortilla chips on the bottom of the baking dish, then add sautéed peppers, beans, chicken and cheese; all in that order. Repeat, starting with a layer of tortilla chips. Place in the oven and bake until cheese is melted. 6) While the nachos are baking, mix the sour cream and pickled jalapenos in a small dish. Serve as a sauce for the nachos. Add more jalapenos to reach desired heat.



### Zesty Chili Dip

#### Ingredients:

- |                                |                                 |
|--------------------------------|---------------------------------|
| 1 container (16 oz) sour cream | 1 medium tomato, chopped        |
| 1 can (4 oz) green chilies     | 1 package Knorr Leek recipe mix |
| 3 tsp chili powder             |                                 |



Directions: 1) Combine all ingredients in medium bowl; chill at least 2 hours. Stir before serving. Serve, if desired, with corn chips or cut-up vegetables. Cheese Chili Dip: Stir in 1 cup shredded Monterey Jack Cheese. Recipe tip: Use this dip to make tortilla roll-ups. Simply spread Zesty Chili dip on flour tortillas, top with cut-up cooked chicken, roll up and serve.

*Please see one more recipe on the back page*





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Reality Check Mission Statement:  
Publish an employee-generated newsletter that is interesting,  
entertaining, and promotes open communication at LRC.



Tary Paris

*It is the policy of the Editorial Board to attempt to print any article that does not attack another person. The Editorial Board reserves the right to edit articles for size and content. Articles sent to the Editorial Board must be signed but the writer may request to have their name withheld. Please contact us with submissions for the next edition, and with your comments on the newsletter. Special thanks to this month's contributions go to: The Diversity Committee, the Wellness Committee, Becky Meulemans, Nina Anderson-Trumble, Diana Walker, Teresa Hansen, Becky Roberts, Scott Collier, Bill Gibson, and Stacey Werth-Sweeney.*



## LRC Recipe Box

### Winter Waldorf Salad

#### Ingredients:

2 granny smith apples	2 red delicious apples	2 golden delicious apples
1 cup celery	1 cup seedless red grapes	1/3 cup raisins
3/4 cup chopped walnuts, toasted	lettuce leaves	1/2 cup pomegranate seeds

#### Waldorf dressing:

1/2 cup mayonnaise	1/2 cup sour cream	3 Tbsp liquid honey
2 tsp grated lemon zest	1 Tbsp lemon juice	1/2 tsp ginger
1 pinch salt		



Directions: 1) Dice unpeeled apples; place in bowl and add celery, grapes and raisins. 2) Waldorf Dressing: Whisk together mayonnaise, sour cream, honey, lemon zest, lemon juice, ginger and salt; pour over salad and toss gently to coat. 3) Cover salad with plastic wrap; refrigerate until chilled (salad can be refrigerated for up to 2 days). To serve, add nuts to salad and toss gently to mix. Mound salad on lettuce lined plates. Garnish with pomegranate seeds.